

# 2013 Medicaid Highlights

## HP Enterprise Services

# MEDICAID

# HP Enterprise Services (HPES)

HPES is the Fiscal Agent for the Fee For Service (FFS) portion of the Nevada Medicaid Program

- Claims Processing
- Provider Call Center
- Prior Authorizations
- Provider Enrollment
- Third Party Liability (TPL)
- Pharmacy
- Provider Services (Provider Services Field Reps/Training)
- Electronic Data Interchange



HPES follows the Policies and Guidelines of the Nevada Medicaid Program

# Total Enrolled Providers

Nevada Medicaid has 22,192 enrolled providers, as of 10/01/2013. This includes: In State providers, Out of State providers, Fee For Service.



# Total Claims Paid

Find quarterly claims payment information in the Nevada Medicaid and Nevada Check Up Quarterly Newsletter, located at [www.medicaid.nv.gov](http://www.medicaid.nv.gov), on the homepage or from the “Providers” tab, select “Announcements/Newsletters.”

- January 2013 through October 11, 2013, total claims payment made:
  - \$1,438,605,424.32

# New Claim Forms

New Professional and Dental claim forms are being released. Be sure to visit [www.medicaid.nv.gov](http://www.medicaid.nv.gov) to check for Web Announcements concerning the new claim forms.



# Web Portal Enhancements

- Provider Web Portal Upgrade Completed (Web Announcement 613)
- Enhancement to Online Prior Authorization Search Using Service Date (Web Announcement 566)
- Enhancements to Online Prior Authorization Search Options (Web Announcement 556)

# Provider Services Field Representatives



# Provider Services Field Representatives

The HPES training team has heard from many providers that having dedicated representatives to assist you one-on-one with your Nevada Medicaid issues would decrease the amount of time you spend on research and improve the overall experience. As a result, HPES is pleased to inform you about the Provider Services Field Representative Team.



# 2013 Provider Training

- **935** providers registered for **45** provider workshops and we provided more than **1000** hours of training year to date.
- Workshops were held onsite in Reno, in Las Vegas at the Grant Sawyer Building and using our virtual rooms.
- Topics included: New Provider Training; Prior Authorization Submission; Claim forms; and Allscripts-Payerpath

# November/December Provider Training

| <b>Virtual Room</b> (Access details will be returned to you in an email 3 days prior to the session) |                     |  |
|--|---------------------|--|
| Date   | Time                | Topic  |
| November 6   | 10:00 to 11:30 a.m. | Introduction to Becoming a Nevada Medicaid Provider and Using the Medicaid Services Manual |
| November 12  | 1:00 to 2:30 p.m.   | New Provider Training  |
| November 21  | 9:00 to 10:30 a.m.  | Claims Appeals and Special Batching  |
| December 10  | 1:00 to 2:00 p.m.   | ICD-10 Overview  |
| December 12  | 10:00 to 11:00 a.m. | ICD-10 Overview  |

*Please review the dates, times and topics and register by using the 2013 Provider Training Registration Form (FA-41). For questions, contact the HPES Training Department at [NevadaProviderTraining@hp.com](mailto:NevadaProviderTraining@hp.com) or (877) 638-3472, option 2, then option 0, then option 4.*

# Provider Services Field Representatives

These representatives are available to you assist you with a wide variety of areas and topics including:

- Claim inquiries
- Submitting a claim for special handling
- Submitting a claim appeal
- Correct completion of claim forms
- Submitting claims electronically via Allscripts-Payerpath
- Provider enrollment and re-enrollment



# Provider Services Field Representatives

Training on self-service tools:

- Use of the automated Audio Response System (ARS)
- Navigation of the Provider Web Portal (PWP)
- Use of the Electronic Verification System (EVS) for Eligibility and Prior Authorization submission

Representatives are not able to assist with coding claims or clinical information.

# Contact Us

Providers may contact their assigned field representative by telephone or email ([NevadaProviderTraining@hp.com](mailto:NevadaProviderTraining@hp.com)) with inquiries.

- On-site visits at your Nevada professional place of business, and virtual room sessions can also be scheduled by contacting your field representative.
- Requests for on-site visits must be made at least two weeks in advance.
- Please allow a minimum of 48 hours for telephone calls and emails to be returned.
- In addition, the Customer Service Center and scheduled training courses remain available to you and your staff members.

# Provider Services Field Representative Team

- **Provider Services Manager**

- Jennifer Shaffer

- Office: (775) 335-8585 Cell: (775) 313-2811

- **Northern Nevada**

- Kim Teixeira

- Cell: (775) 323-9667

- Shanna Lira

- Cell: (775) 343-9929

- Nedra Daugherty

- Cell: (775) 233-1226



# Provider Services Field Representative Team

## **Provider Services Manager**

- Jennifer Shaffer
  - Office: (775) 335-8585 Cell: (775) 313-2811

## • **Southern Nevada**

- Tiffany Hart
  - Cell: (702) 266-6923
- Jassamine Haughton
  - Cell: (702) 274-6616
- Hasani Jackson-Carroll
  - Cell: (702) 239-4933

# Questions?



Thank you for your attention

